



Conduent™ CyberAccess & SmartPA Help Desk Behavioral Health Report

October 2020

Executed by HISNT\ssrivastava at 11/2/2020 2:00:32 AM

October 2020

	Total	CA Approved	%	SPA Approved	%	CA Crit Not Met	SPA Denied	% All Service Type
ABA Assessment for Intervention Planning	62	0	0.00 %	62	100.00 %	0	0	3.34 %
ABA Continued Intervention	44	0	0.00 %	44	100.00 %	0	0	2.37 %
ABA Intervention	41	0	0.00 %	41	100.00 %	0	0	2.21 %
Family Therapy	82	24	29.27 %	51	62.20 %	7	0	4.42 %
Family Therapy – Continued Services	2	0	0.00 %	0	0.00 %	2	0	0.11 %
Family Therapy w/out Patient Present	26	8	30.77 %	16	61.54 %	2	0	1.40 %
Family Therapy w/out Patient Present–Continued Services	3	0	0.00 %	3	100.00 %	0	0	0.16 %
Family Therapy–Continued Services	8	0	0.00 %	8	100.00 %	0	0	0.43 %
Group Therapy	4	1	25.00 %	3	75.00 %	0	0	0.22 %



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Individual therapy	350	150	42.86 %	192	54.86 %	8	0	18.85 %
Individual Therapy – Continued Services	14	0	0.00 %	0	0.00 %	14	0	0.75 %
Individual Therapy–Continued Services	60	0	0.00 %	60	100.00 %	0	0	3.23 %
Initial Therapy	1,161	0	0.00 %	1,161	100.00 %	0	0	62.52 %
Total	1,857	183		1,641		33	0	

To Date

	Total	CA Approved	%	SPA Approved	%	CA Crit Not Met	SPA Denied	% All Service Type
ABA Assessment for Intervention Planning	2,327	0	0.00 %	2,279	97.94 %	0	48	1.40 %
ABA Continued Intervention	2,014	0	0.00 %	1,999	99.26 %	0	15	1.21 %
ABA Intervention	1,569	0	0.00 %	1,554	99.04 %	0	15	0.94 %
Family Therapy	30,821	6974	22.63 %	22,971	74.53 %	860	16	18.48 %



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	Total	CA Approved	%	SPA Approved	%	CA Crit Not Met	SPA Denied	% All Service Type
Family Therapy – Continued Services	17	0	0.00 %	0	0.00 %	17	0	0.01 %
Family Therapy w/out Patient Present	4,757	1487	31.26 %	3,210	67.48 %	56	4	2.85 %
Family Therapy w/out Patient Present – Continued Services	1	0	0.00 %	0	0.00 %	1	0	0.00 %
Family Therapy w/out Patient Present–Continued Services	8	0	0.00 %	8	100.00 %	0	0	0.00 %
Family Therapy–Continued Services	26	0	0.00 %	26	100.00 %	0	0	0.02 %
Group Therapy	2,984	879	29.46 %	2,026	67.90 %	69	10	1.79 %
Group Therapy – Continued Services	6	0	0.00 %	0	0.00 %	6	0	0.00 %
Individual therapy	101,004	30516	30.21 %	68,653	67.97 %	1,716	119	60.57 %
Individual Therapy – Continued Services	184	0	0.00 %	0	0.00 %	184	0	0.11 %
Individual Therapy–Continued Services	286	0	0.00 %	286	100.00 %	0	0	0.17 %



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	Total	CA Approved	%	SPA Approved	%	CA Crit Not Met	SPA Denied	% All Service Type
Initial Therapy	20,604	0	0.00 %	20,604	100.00 %	0	0	12.36 %
Testing	156	76	48.72 %	70	44.87 %	10	0	0.09 %
Total	166,764	39,932		123,686		2,919	227	



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Approved Precertifications by Source

	10/20	9/20	8/20	7/20	6/20	5/20	4/20	3/20	2/20	1/20	12/19	11/19	10/19
CyberAccess	183	133	194	248	103	106	84	94	91	153	66	119	260
SPA Helpdesk	1,641	1,458	1,490	1,475	1,426	1,445	1,491	1,466	1,821	1,394	1,491	1,760	3,192

Average # of Approved Precertifications per day (All Sources)



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	9/19	8/19	7/19	6/19	5/19	4/19	3/19	2/19	1/19	12/18	11/18	10/18	9/18
CyberAccess	97	0	28	224	258	456	488	338	423	317	357	506	553
SPA Helpdesk	2,081	692	675	2,018	2,226	1,125	1,060	1,145	1,236	957	1,088	1,198	1,045



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	8/18	7/18	6/18	5/18	4/18	3/18	2/18	1/18	12/17	11/17	10/17	9/17	8/17
CyberAccess	543	509	443	382	660	402	522	580	458	458	495	546	660
SPA Helpdesk	1,213	1,189	1,142	1,133	1,055	1,122	1,081	1,196	1,064	958	1,002	986	1,094



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	7/17	6/17	5/17	4/17	3/17	2/17	1/17	12/16	11/16	10/16	9/16	8/16	7/16
CyberAccess	531	747	675	1,156	1,241	955	1,104	892	971	925	1,019	1,030	961
SPA Helpdesk	1,106	1,099	1,102	2,224	2,615	2,486	2,600	2,170	2,315	2,368	2,385	2,560	2,352



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	6/16	5/16	4/16	3/16	2/16	1/16	12/15	11/15	10/15	9/15	8/15	7/15	6/15
CyberAccess	973	914	945	1,063	1,000	1,078	963	679	783	891	1,105	1,327	648
SPA Helpdesk	2,387	2,175	2,418	2,376	2,568	2,699	2,262	1,496	1,925	1,980	2,630	3,307	2,020



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	5/15	4/15	3/15	2/15	1/15	12/14	Total
CyberAccess	413	510	399	426	778	293	39,932
SPA Helpdesk	1,461	1,823	1,805	1,770	5,487	1,384	123,686



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	10/20	9/20	8/20	7/20	6/20	5/20	4/20	3/20	2/20	1/20	12/19
ABA Assessment for Intervention Planning	12	16	14	12	11	9	5	9	7	7	7
ABA Continued Intervention	8	11	15	14	13	9	9	10	11	12	6
ABA Intervention	8	8	13	7	6	6	3	5	6	7	3
Family Therapy	3	2	3	4	2	3	2	2	2	2	2
Family Therapy w/out Patient Present	2	1	2	2	1	1	1	1	1	1	1
Family Therapy w/out Patient Present–Continued Services	1	1	1	1							
Family Therapy–Continued Services	1	1	1	1	1						
Group Therapy	1	1	1	2	1	1	3	1	1	2	1
Individual therapy	14	11	13	14	11	11	8	9	9	12	9
Individual Therapy–Continued Services	3	3	3	4	4	1	1				
Initial Therapy	50	47	45	43	45	52	59	53	72	44	55
Testing			1				1	1	1	1	



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	11/19	10/19	9/19	8/19	7/19	6/19	5/19	4/19	3/19	2/19	1/19
ABA Assessment for Intervention Planning	8	10	16	10	9	9	9	11	8	5	6
ABA Continued Intervention	7	8	12	8	10	6	11	10	10	8	8
ABA Intervention	4	4	10	5	5	6	5	4	5	4	8
Family Therapy	3	4	5	4	4	3	4	8	9	9	11
Family Therapy w/out Patient Present	1	2	2	1	1	1	1	3	3	3	3
Family Therapy w/out Patient Present–Continued Services											
Family Therapy–Continued Services											
Group Therapy	1	1	1	4	2	2	1	2	2	3	2
Individual therapy	13	22	21	19	17	20	25	42	43	44	51
Individual Therapy–Continued Services											
Initial Therapy	64	111	194		71	73	113				
Testing	1	1	1		1	1		1	1	1	3



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	12/18	11/18	10/18	9/18	8/18	7/18	6/18	5/18	4/18	3/18	2/18
ABA Assessment for Intervention Planning	7	5	9	7	7	7	9	6	8	5	7
ABA Continued Intervention	6	9	6	8	7	6	7	6	6	5	6
ABA Intervention	4	5	6	10	4	4	5	7	4	4	4
Family Therapy	8	10	9	11	8	10	8	9	9	9	10
Family Therapy w/out Patient Present	2	2	3	4	2	2	2	2	4	2	4
Family Therapy w/out Patient Present–Continued Services											
Family Therapy–Continued Services											
Group Therapy	1	1	2	3	2	1	2	2	3	2	2
Individual therapy	36	49	46	43	42	42	43	43	46	41	42
Individual Therapy–Continued Services											
Initial Therapy											
Testing			2	1		1			1		1



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	1/18	12/17	11/17	10/17	9/17	8/17	7/17	6/17	5/17	4/17	3/17
ABA Assessment for Intervention Planning	5	8	9	5	3	4	4	5	7	4	5
ABA Continued Intervention	5	4	4	3	2	5	7	4	3	5	3
ABA Intervention	5	3	5	3	3	3	4	2	3	2	1
Family Therapy	10	10	9	10	9	10	10	11	10	30	33
Family Therapy w/out Patient Present	3	2	2	3	2	2	3	2	3	7	7
Family Therapy w/out Patient Present–Continued Services											
Family Therapy–Continued Services											
Group Therapy	2	2	3	1	4	2	2	1	4	5	3
Individual therapy	53	44	37	44	44	45	43	51	49	82	95
Individual Therapy–Continued Services											
Initial Therapy											
Testing	1	1		1	1	1	2		1	1	1



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	2/17	1/17	12/16	11/16	10/16	9/16	8/16	7/16	6/16	5/16	4/16
ABA Assessment for Intervention Planning	4	3	1	3	7	3	2	2	2	2	3
ABA Continued Intervention	1	5	3	1	2	2	1	1	1	1	
ABA Intervention	3	6	3	2	3	3	2	1	1	3	1
Family Therapy	35	33	30	33	30	33	30	34	36	30	32
Family Therapy w/out Patient Present	8	6	5	6	7	6	5	5	4	3	5
Family Therapy w/out Patient Present–Continued Services											
Family Therapy–Continued Services											
Group Therapy	6	2	2	3	4	4	5	3	2	4	3
Individual therapy	95	80	74	82	82	85	86	81	92	75	83
Individual Therapy–Continued Services											
Initial Therapy											
Testing	1	1	1	1		1	1	1	1	1	1



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	3/16	2/16	1/16	12/15	11/15	10/15	9/15	8/15	7/15	6/15	5/15
ABA Assessment for Intervention Planning	2	1	2	1							
ABA Continued Intervention											
ABA Intervention	1	1	1	4							
Family Therapy	33	39	35	28	26	30	31	36	43	25	24
Family Therapy w/out Patient Present	4	3	4	2	2	2	2	3	3	3	2
Family Therapy w/out Patient Present–Continued Services											
Family Therapy–Continued Services											
Group Therapy	3	3	3	2	2	3	4	3	6	3	3
Individual therapy	84	100	93	82	63	71	72	88	118	86	51
Individual Therapy–Continued Services											
Initial Therapy											
Testing	1	1	1	1	1	1	1	1		1	1



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	4/15	3/15	2/15	1/15	12/14	Total
ABA Assessment for Intervention Planning						7
ABA Continued Intervention						7
ABA Intervention						4
Family Therapy	26	25	25	47	40	17
Family Therapy w/out Patient Present	3	2	2	4	8	3
Family Therapy w/out Patient Present–Continued Services						1
Family Therapy–Continued Services						1
Group Therapy	4	3	3	7	4	3
Individual therapy	59	58	64	161	141	54
Individual Therapy–Continued Services						3
Initial Therapy						70
Testing	1			1		1



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Precertifications Created by CyberAccess (Approved)

	10/20	9/20	8/20	7/20	6/20	5/20	4/20	3/20	2/20	1/20	12/19	11/19	10/19
Family Therapy	24	12	25	46	5	16	9	5	9	20	6	11	34
Family Therapy w/out Patient Present	8	4	14	26	4	6	2		4	12	2	5	11
Group Therapy	1				3	4	1	4	3	7	1	6	2
Individual therapy	150	117	155	176	91	80	72	85	75	114	57	97	213
Testing													
Total	183	133	194	248	103	106	84	94	91	153	66	119	260



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	9/19	7/19	6/19	5/19	4/19	3/19	2/19	1/19	12/18	11/18	10/18	9/18	8/18	7/18
Family Therapy	13	3	18	5	57	65	37	55	39	44	60	76	67	81
Family Therapy w/out Patient Present	3	2	7	4	25	33	13	21	20	18	32	24	26	29
Group Therapy	1	4	15	4	6	21	8	19	4	8	16	11	17	6
Individual therapy	80	19	184	245	368	368	280	315	254	287	393	442	433	391
Testing						1		13			5			2
Total	97	28	224	258	456	488	338	423	317	357	506	553	543	509



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	6/18	5/18	4/18	3/18	2/18	1/18	12/17	11/17	10/17	9/17	8/17	7/17	6/17	5/17
Family Therapy	56	57	105	57	72	64	59	64	64	61	86	70	81	73
Family Therapy w/out Patient Present	20	10	33	6	38	39	26	19	31	20	28	26	33	19
Group Therapy	11	11	28	10	12	11	6	19	4	29	19	18	12	21
Individual therapy	356	304	492	329	399	465	366	356	396	436	527	417	621	562
Testing			2		1	1	1							
Total	443	382	660	402	522	580	458	458	495	546	660	531	747	675



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	4/17	3/17	2/17	1/17	12/16	11/16	10/16	9/16	8/16	7/16	6/16	5/16	4/16	3/16
Family Therapy	235	217	174	215	184	191	191	201	203	193	217	203	165	224
Family Therapy w/out Patient Present	57	57	40	42	35	46	35	41	38	36	31	22	24	31
Group Therapy	17	18	14	15	13	14	10	18	10	29	12	23	12	29
Individual therapy	844	949	722	831	657	719	689	759	777	703	713	665	742	774
Testing	3		5	1	3	1			2			1	2	5
Total	1,156	1,241	955	1,104	892	971	925	1,019	1,030	961	973	914	945	1,063



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	2/16	1/16	12/15	11/15	10/15	9/15	8/15	7/15	6/15	5/15	4/15	3/15	2/15	1/15
Family Therapy	194	202	191	138	167	210	264	266	105	97	114	88	106	170
Family Therapy w/out Patient Present	19	17	13	14	21	12	18	22	16	11	23	17	10	19
Group Therapy	14	25	19	12	16	14	21	32	28	11	10	14	9	34
Individual therapy	770	832	738	507	578	651	797	1,007	498	293	363	280	301	555
Testing	3	2	2	8	1	4	5		1	1				
Total	1,000	1,078	963	679	783	891	1,105	1,327	648	413	510	399	426	778



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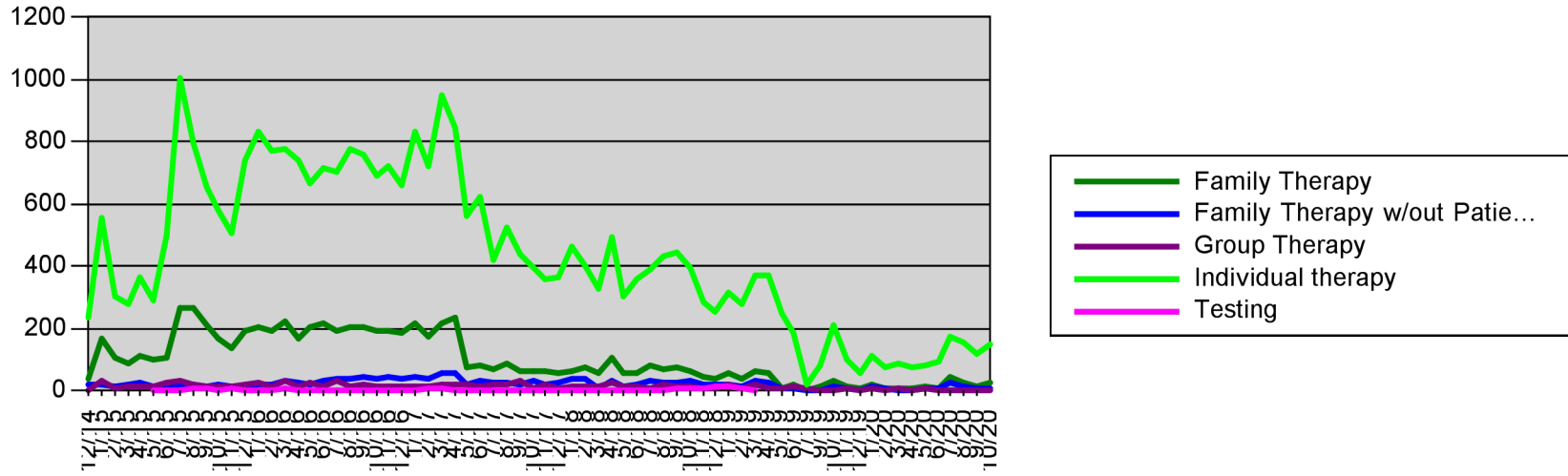
	12/14	Total
Family Therapy	38	6,974
Family Therapy w/out Patient Present	17	1,487
Group Therapy	3	879
Individual therapy	235	30,516
Testing		76
Total	293	39,932



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Approved Precertifications Created by SmartPA (Helpdesk)

	10/20	9/20	8/20	7/20	6/20	5/20	4/20	3/20	2/20	1/20	12/19	11/19
ABA Assessment for Intervention Planning	62	64	99	75	78	29	34	54	50	38	47	50
ABA Continued Intervention	44	44	77	73	66	37	46	61	57	60	50	46
ABA Intervention	41	44	67	45	45	19	28	35	34	38	27	29
Family Therapy	51	38	50	55	47	50	42	32	24	44	38	51
Family Therapy w/out Patient Present	16	12	12	17	14	7	9	4	7	9	10	11
Family Therapy w/out Patient Present–Continued Services	3	2	2	1	0	0	0	0	0	0	0	0
Family Therapy–Continued Services	8	5	6	4	3	0	0	0	0	0	0	0
Group Therapy	3	2	5	2	2	3	17	4	1	5	7	3
Individual therapy	192	148	171	194	182	140	128	144	130	174	156	205
Individual Therapy–Continued Services	60	63	52	56	39	15	1	0	0	0	0	0



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	10/19	9/19	8/19	7/19	6/19	5/19	4/19	3/19	2/19	1/19	12/18	11/18	10/18
ABA Assessment for Intervention Planning	64	84	52	58	56	49	66	61	41	43	28	44	54
ABA Continued Intervention	51	60	51	65	41	57	62	54	49	56	27	47	43
ABA Intervention	28	51	29	40	38	33	29	25	25	49	17	32	52
Family Therapy	84	105	98	73	57	94	152	130	158	204	148	161	179
Family Therapy w/out Patient Present	23	26	17	9	10	16	45	50	47	51	34	30	32
Family Therapy w/out Patient Present–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Family Therapy–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Group Therapy	4	8	14	2	5	6	39	14	25	24	12	15	28
Individual therapy	381	383	431	356	350	381	730	726	799	807	691	759	809
Individual Therapy–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0



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	9/18	8/18	7/18	6/18	5/18	4/18	3/18	2/18	1/18	12/17	11/17	10/17	9/17
ABA Assessment for Intervention Planning	30	52	58	37	24	43	29	57	15	42	47	27	18
ABA Continued Intervention	34	55	45	28	24	38	31	61	16	25	23	19	11
ABA Intervention	40	28	42	29	30	20	24	37	17	16	25	18	18
Family Therapy	154	169	182	163	180	169	177	162	204	169	163	170	157
Family Therapy w/out Patient Present	62	34	32	35	42	38	47	38	51	30	30	34	30
Family Therapy w/out Patient Present–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Family Therapy–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Group Therapy	34	40	20	24	13	27	23	20	30	30	20	20	31
Individual therapy	690	835	809	826	820	719	791	705	863	752	650	711	720
Individual Therapy–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0



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	8/17	7/17	6/17	5/17	4/17	3/17	2/17	1/17	12/16	11/16	10/16	9/16	8/16
ABA Assessment for Intervention Planning	21	24	25	39	39	22	22	22	11	21	14	27	17
ABA Continued Intervention	26	43	16	15	40	18	7	36	23	9	7	16	1
ABA Intervention	23	24	11	18	24	10	14	36	25	18	14	23	14
Family Therapy	169	191	190	174	549	666	674	685	567	610	591	637	700
Family Therapy w/out Patient Present	29	47	27	50	107	128	112	126	91	102	126	86	98
Family Therapy w/out Patient Present–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Family Therapy–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Group Therapy	36	18	11	37	69	48	77	36	34	44	69	49	74
Individual therapy	787	757	819	768	1,395	1,722	1,578	1,658	1,419	1,504	1,547	1,543	1,655
Individual Therapy–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0



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	7/16	6/16	5/16	4/16	3/16	2/16	1/16	12/15	11/15	10/15	9/15	8/15	7/15
ABA Assessment for Intervention Planning	15	19	21	24	16	9	11	1	0	0	0	0	0
ABA Continued Intervention	3	3	2	0	0	0	0	0	0	0	0	0	0
ABA Intervention	10	11	13	1	14	2	1	4	0	0	0	0	0
Family Therapy	625	660	581	657	649	703	717	549	414	561	579	784	866
Family Therapy w/out Patient Present	84	65	56	94	69	44	65	37	39	37	39	65	56
Family Therapy w/out Patient Present–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Family Therapy–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Group Therapy	29	37	45	44	38	64	19	24	29	33	58	25	80
Individual therapy	1,584	1,591	1,455	1,597	1,590	1,745	1,886	1,647	1,011	1,292	1,303	1,756	2,305
Individual Therapy–Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0



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	6/15	5/15	4/15	3/15	2/15	1/15	12/14	Total
ABA Assessment for Intervention Planning	0	0	0	0	0	0	0	2,279
ABA Continued Intervention	0	0	0	0	0	0	0	1,999
ABA Intervention	0	0	0	0	0	0	0	1,554
Family Therapy	450	442	529	492	473	1,170	283	22,971
Family Therapy w/out Patient Present	52	43	51	34	25	61	44	3,210
Family Therapy w/out Patient Present–Continued Services	0	0	0	0	0	0	0	8
Family Therapy–Continued Services	0	0	0	0	0	0	0	26
Group Therapy	29	38	55	35	24	116	20	2,026
Individual therapy	1,489	938	1,186	1,244	1,248	4,139	1,037	68,653
Individual Therapy–Continued Services	0	0	0	0	0	0	0	286



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	10/20	9/20	8/20	7/20	6/20	5/20	4/20	3/20	2/20	1/20	12/19	11/19
Initial Therapy	1,161	1,036	948	953	950	1,145	1,184	1,131	1,516	1,024	1,156	1,363
Testing	0	0	1	0	0	0	2	1	2	2	0	2
Total	1,641	1,458	1,490	1,475	1,426	1,445	1,491	1,466	1,821	1,394	1,491	1,760



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	10/19	9/19	8/19	7/19	6/19	5/19	4/19	3/19	2/19	1/19	12/18	11/18	10/18
Initial Therapy	2,553	1,363	0	71	1,460	1,590	0	0	0	0	0	0	0
Testing	4	1	0	1	1	0	2	0	1	2	0	0	1
Total	3,192	2,081	692	675	2,018	2,226	1,125	1,060	1,145	1,236	957	1,088	1,198



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	9/18	8/18	7/18	6/18	5/18	4/18	3/18	2/18	1/18	12/17	11/17	10/17	9/17
Initial Therapy	0	0	0	0	0	0	0	0	0	0	0	0	0
Testing	1	0	1	0	0	1	0	1	0	0	0	3	1
Total	1,045	1,213	1,189	1,142	1,133	1,055	1,122	1,081	1,196	1,064	958	1,002	986



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	8/17	7/17	6/17	5/17	4/17	3/17	2/17	1/17	12/16	11/16	10/16	9/16	8/16
Initial Therapy	0	0	0	0	0	0	0	0	0	0	0	0	0
Testing	3	2	0	1	1	1	2	1	0	7	0	4	1
Total	1,094	1,106	1,099	1,102	2,224	2,615	2,486	2,600	2,170	2,315	2,368	2,385	2,560



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	7/16	6/16	5/16	4/16	3/16	2/16	1/16	12/15	11/15	10/15	9/15	8/15	7/15
Initial Therapy	0	0	0	0	0	0	0	0	0	0	0	0	0
Testing	2	1	2	1	0	1	0	0	3	2	1	0	0
Total	2,352	2,387	2,175	2,418	2,376	2,568	2,699	2,262	1,496	1,925	1,980	2,630	3,307



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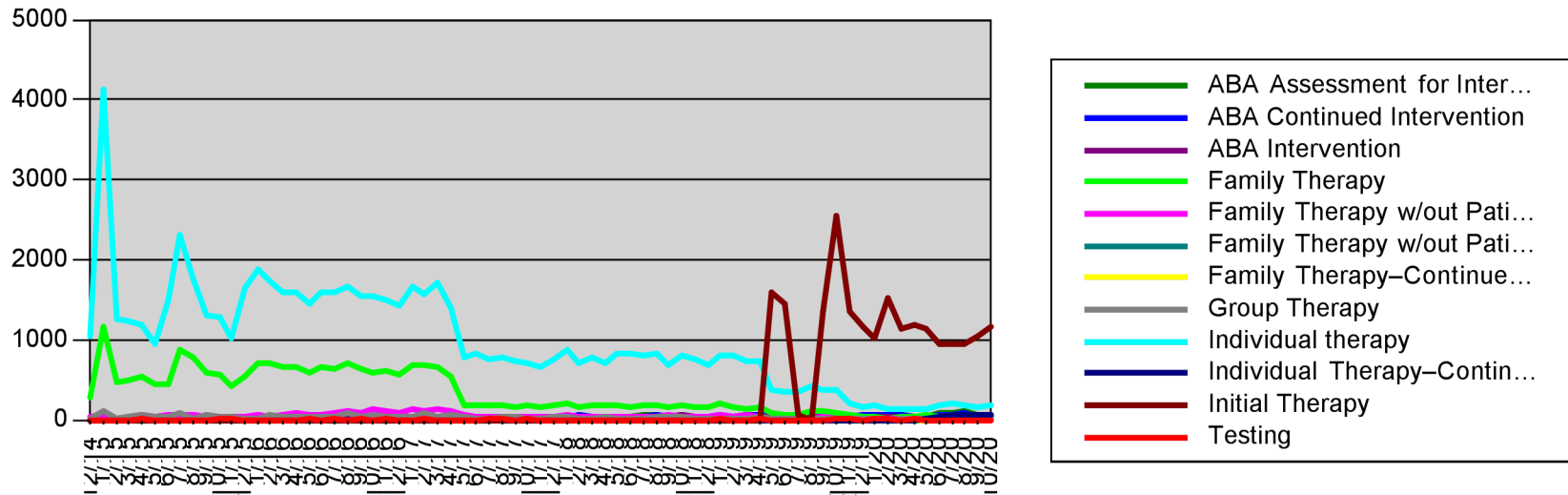
	6/15	5/15	4/15	3/15	2/15	1/15	12/14	Total
Initial Therapy	0	0	0	0	0	0	0	20,604
Testing	0	0	2	0	0	1	0	70
Total	2,020	1,461	1,823	1,805	1,770	5,487	1,384	123,686



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Criteria Not Met Outcomes through CyberAccess



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Family Therapy	7	5	4	1	3	2	1	0	1	4	1	2	4	4	3	2	8
Family Therapy – Continued Services	2	1	3	0	0	0	0	1	0	1	0	3	0	2	0	0	0
Family Therapy w/out Patient Present	2	1	0	0	2	0	0	0	0	1	1	1	4	0	2	3	1
Family Therapy w/out Patient Present – Continued Services	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Group Therapy	0	0	0	0	0	1	0	0	0	2	0	0	0	0	0	0	0
Group Therapy – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	2
Individual Therapy	8	5	14	6	2	8	2	2	9	11	9	9	11	1	6	7	10
Individual Therapy – Continued Services	14	17	13	18	9	7	4	3	4	5	6	0	8	17	15	12	15
Testing	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	33	29	34	25	16	18	7	6	14	24	17	16	28	24	26	25	36



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	5/19	4/19	3/19	2/19	1/19	12/18	11/18	10/18	9/18	8/18	7/18	6/18	5/18	4/18	3/18	2/18	1/18	12/17
Family Therapy	74	7	10	13	7	5	5	7	9	12	9	3	2	16	9	8	11	4
Family Therapy – Continued Services	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Family Therapy w/out Patient Present	5	0	0	0	1	1	0	0	1	0	1	1	0	0	0	0	0	1
Family Therapy w/out Patient Present – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Group Therapy	0	2	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0
Group Therapy – Continued Services	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Individual Therapy	28	24	17	22	26	16	22	28	28	19	11	11	10	23	23	15	19	12
Individual Therapy – Continued Services	17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Testing	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Total	130	33	27	35	35	22	27	35	38	31	21	15	12	40	33	23	30	17



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	11/17	10/17	9/17	8/17	7/17	6/17	5/17	4/17	3/17	2/17	1/17	12/16	11/16	10/16	9/16	8/16	7/16	6/16
Family Therapy	7	10	5	13	18	10	10	19	23	17	10	10	8	15	25	15	13	17
Family Therapy – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Family Therapy w/out Patient Present	0	0	0	0	0	0	0	2	1	0	1	1	0	0	0	0	2	1
Family Therapy w/out Patient Present – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Group Therapy	0	0	1	7	2	4	4	2	2	0	2	0	0	0	0	1	2	0
Group Therapy – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Individual Therapy	18	12	13	19	16	18	26	27	24	14	27	27	31	39	41	28	23	24
Individual Therapy – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Testing	0	0	0	0	0	0	0	1	0	0	0	1	0	1	1	1	0	0
Total	25	22	19	39	36	32	40	51	50	31	40	39	39	55	67	45	40	42



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	5/16	4/16	3/16	2/16	1/16	12/15	11/15	10/15	9/15	8/15	7/15	6/15	5/15	4/15	3/15	2/15	1/15	12/14
Family Therapy	9	13	23	28	33	26	28	31	17	22	22	21	9	21	10	11	14	14
Family Therapy – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Family Therapy w/out Patient Present	0	1	1	1	3	3	0	0	3	1	0	0	2	0	1	1	1	1
Family Therapy w/out Patient Present – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Group Therapy	0	0	0	4	1	6	1	3	4	1	2	2	0	2	1	0	3	5
Group Therapy – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Individual Therapy	43	56	81	103	90	79	64	86	34	26	31	13	9	20	19	24	29	8
Individual Therapy – Continued Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Testing	1	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	53	72	106	136	127	114	93	120	58	50	55	36	20	43	31	36	47	28



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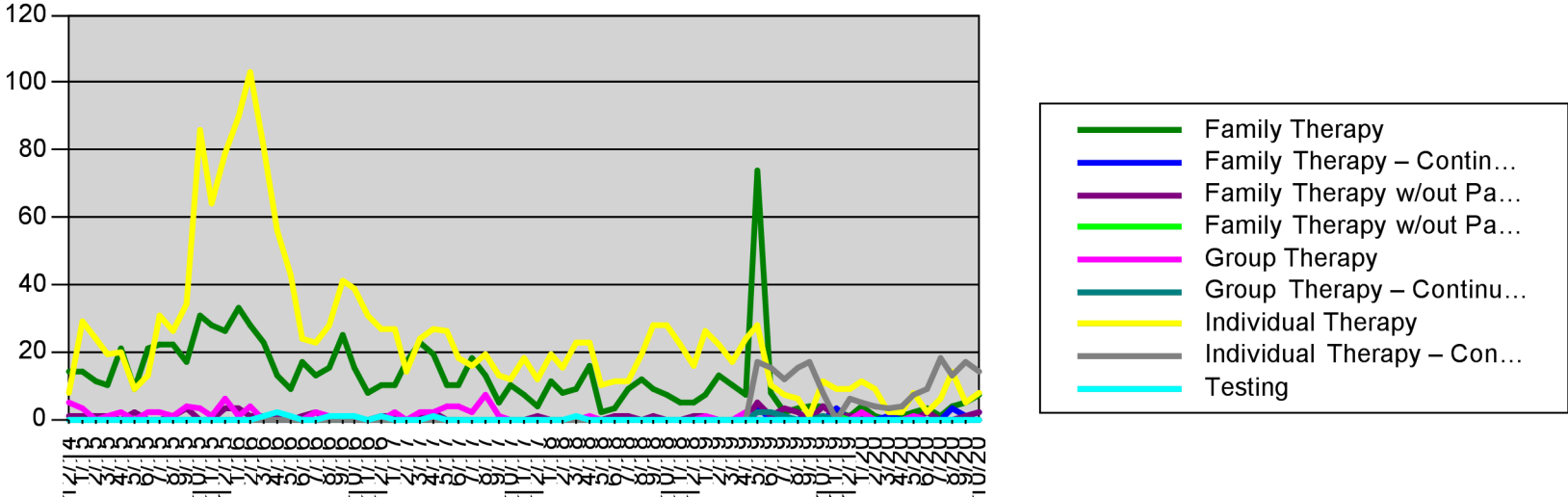
	Total
Family Therapy	860
Family Therapy – Continued Services	17
Family Therapy w/out Patient Present	56
Family Therapy w/out Patient Present – Continued Services	1
Group Therapy	69
Group Therapy – Continued Services	6
Individual Therapy	1,716
Individual Therapy – Continued Services	184
Testing	10
Total	2,919



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Denied Precertifications Created by SmartPA (Helpdesk)

	9/20	6/20	5/19	4/19	1/19	9/18	3/18	12/17	11/17	10/17	9/17	8/17	7/17	6/17	5/17
ABA Assessment for Intervention Planning	0	0	0	0	0	0	0	1	0	0	2	1	5	2	2
ABA Continued Intervention	0	0	0	0	0	0	0	0	0	3	3	1	3	1	0
ABA Intervention	0	0	0	0	0	1	0	0	1	5	0	1	0	0	0
Family Therapy	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
Family Therapy w/out Patient Present	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Group Therapy	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Individual therapy	0	1	1	1	1	0	1	0	0	0	0	0	0	1	0
Total	1	1	1	1	1	1	2	1	1	8	5	3	8	4	2



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	4/17	3/17	2/17	1/17	12/16	11/16	10/16	9/16	8/16	7/16	6/16	5/16	4/16	3/16	2/16
ABA Assessment for Intervention Planning	2	19	0	0	2	1	0	0	0	0	2	0	2	6	1
ABA Continued Intervention	0	0	0	0	2	0	0	2	0	0	0	0	0	0	0
ABA Intervention	0	0	0	0	0	0	0	4	1	1	0	0	0	1	0
Family Therapy	0	0	0	0	1	0	0	0	0	1	2	1	2	2	1
Family Therapy w/out Patient Present	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0
Group Therapy	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0
Individual therapy	1	0	6	1	0	8	6	2	6	6	6	5	2	8	10
Total	3	20	6	1	5	9	6	8	9	8	10	6	7	17	12



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	1/16	12/15	11/15	10/15	9/15	8/15	7/15	6/15	5/15	4/15	3/15	2/15	12/14	Total
ABA Assessment for Intervention Planning	0	0	0	0	0	0	0	0	0	0	0	0	0	48
ABA Continued Intervention	0	0	0	0	0	0	0	0	0	0	0	0	0	15
ABA Intervention	0	0	0	0	0	0	0	0	0	0	0	0	0	15
Family Therapy	0	2	0	0	0	1	0	0	0	0	1	1	0	16
Family Therapy w/out Patient Present	0	0	0	0	1	0	0	1	0	0	0	0	0	4
Group Therapy	0	1	1	0	0	0	0	1	0	0	2	1	1	10
Individual therapy	7	5	2	3	1	4	7	12	2	1	0	0	2	119
Total	7	8	3	3	2	5	7	14	2	1	3	2	3	227



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